

	<div><div><div>UAMS</div><div>University of Arkansas for Medical Sciences</div></div></div>						
		Week Ending					
		10/10/2020	10/3/2020	9/26/2020	9/19/2020	9/12/2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	85	79	76	97	10	348
	# Indexes Complete	78	64	63	72	6	304
	% Indexed Complete	91.8%	81.0%	82.9%	74.2%	60.0%	87.4%
	# Indexes unreachable (Max Attempts)	7	10	11	3	2	44
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	8.2%	12.7%	14.5%	3.1%	20.0%	12.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	85	79	76	83	10	348
	Average time from Index Received to Index Reached	0.13.04.24	0.14.25.34	0.16.05.38	0.19.01.43	0.19.44.22	0.20.15.38
	Average Index Handle Time	0.05:28:08	0.00:49:22	0.05:55:42	0.01:21:35	0.00:33:15	0.07:01:37
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	70.6%	60.8%	57.9%	47.4%	20.0%	61.5%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	97.6%	82.3%	97.4%	85.6%	100.0%	92.0%
Contacts	# contacts generated	320	237	218	266	25	1219
	# contacts generated per Index Complete	4.1	3.7	3.5	3.7	4.2	4.0
	# contacts complete	266	178	93	110	22	886
	% contacts complete	83.1%	75.1%	42.7%	41.4%	88.0%	72.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	27	29	35	19	0	84
	% contacts unreachable (Max Attempts + missing phone numbers)	8.4%	12.2%	16.1%	7.1%	0.0%	6.9%
	# contact ATTEMPTED (all completions + at least 1 attempt)	103	68	45	132	22	352
	Average Time from Contact Generated to Contact Reached	1.09:51:17	0.16:59:30	1.12:00:47	1.11:24:52	0.22:58:15	1.13:27:53
	Average Contact Handle Time	0.00:21:05	0.00:48:35	0.00:26:40	0.00:17:56	0.00:22:45	0.00:25:45
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	21.2%	30.2%	9.8%	4.4%	87.0%	17.3%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	50.0%	64.0%	15.2%	49.8%	80.0%	39.6%
	Average Time from receipt of initial case name to full completion of all related contacts	2.06:55:28	2.04:11:58	2.12:36:50	2.05:16:17	1.08:48:30	3.09:48:17